Table H:

Strengths:

- Keep up with technology in classroom
- Open orientation for student employees
- We pay attention to student success
- The Writing Center
- The Library
- The newsletter for library
- Every division has an area for students to get help
- Applewood Café-training of students
- Campus Safety
- The maintenance/grounds staff
- The Bistro
- Follow through on employee suggestions

Recommendation:

- We recommend addressing the underprepared student issue-put a process in place that addresses the following:
  1. Academics
  2. Classroom behavior
  3. Work ethics
- If these are addressed there will be better work study, legitimate financial aid & student success!

Process:

- Advertising
- Faculty assignments
Table I:

Individually

- No “open” Enrollment w/o high school diploma
- Navigation of website
- How students navigate “the system”
- Collaboration between faculty & administration
- Embrace Change – “that won’t work here”
- Fitness Center - “Just Do It”
- More Developmental Classes
- Feedback mechanism from students
- More to help students adjust to MCC (skills, motivation, etc.)
- Give K-12 instructors a Gold Card like option
- More credit & non-credit articulation (e.g., BCON certificate program)
- More high-tech social networking
- Making campus more green
- Improving Financial Aid personnel, process, value
- Pre-College
- Student Preparedness

Recommendation:

- We recommend avenues for increased student preparedness (not just academic)
Table F:

Strengths:
- Bear Bistro (place for all to gather)
- Advising/Counseling renovation-Student friendly
- Simplified Gen. Ed. Requirements for students
- Merging IS & ED systems = ITS
- Collaboration-great!
  1. Credit & Non-Credit programs:
     a) persons re-enter workforce
  2. Community (more Open):
     a) Views from are no taken seriously (local activities)
     b) Extension sites
  3. Economic development:
     a) Department working together to serve members of community
     b) Partnerships with concerned Pastors=Great Lakes,
     c) With businesses where graduates go to work

- Marketing:
  1. Radio, T.V., Internet
- Students/Employers say that students are prepared want to return to MCC to complete degree.

Strengths of Faculty & Staff:
- Knowledgeable of trade
- Involved
- Challenging
- Upbeat (not just here for $$)
- Support Staff
- Willing to know each other & department
Table J:

Strengths:

- Social Service Programs:
  1. Life Issues/counseling
  2. Support basic life needs
  3. Needs vs. funding W.I.E.D.
  4. Prep for registration
- Mandatory Advising for length of Student Learning
  1. Personnel trained
  2. Enrollment management/forecasting
  3. Available students-course offerings
- High School Outreach to attend MCC
  1. Surrounding counties
- College Preparedness (behavioral & academic)
- Community minded
- Commitment to students
- Flexible education (training, formal education, GED)
- Institutional leadership (integrity-truth, actions, words)
- Building & grounds (beautiful, useful, safe)
- Education is lifelong learning, keep adding programs to fit community needs
- Format opportunities
- Challenged curriculum
- Responsiveness is positive from instructors
- Learning styles matched
- Instructors are knowledgeable
- Student gatherings “common” areas, benches accessibility for people with challenges
- ITS-web advisor help desk
- CPSC process
- Safety-public safe environment
Table A:

Strengths:
- Range of occupational degrees
- Webpage online
- Faculty Accessibility (office hours, email, informal contacts)
- Dedication to providing learning tools and resources that will increase student success-quality of faculty
- Community Involvement
- Commitment to developing improving programs (new program development, film set, short term)
- Desire for continuous growth (articulation agreement, university connection, skill centers)
- Friendly people, people who are willing to help
- Timely application processing at satellite campus-turnaround time
- Community centers
- Communications/email-kept informed (forums for students and faculty)
- University-articulation
- Employability of students completing MCC programs
- Parking structure, parking
- Expand classrooms more
- Expand/improve financial aid
- Understand value of each department to educate faculty, staff (if everyone was educated we could all assist students more effectively and efficiently)
- Support to satellite campuses (ITS, isolated, AV, tech support)
- Did you know: daycare facility on campus, public access radio station, TV broadcasting expand studios, more MCC based scholarships
- More PD for inter-department sharing/knowledge of services to be more community based, in-servicing
- Adult learning training & education
- Coaching approaches to student advising and advocacy
- Coordination & collaboration of tutoring and student study groups, labs
- Diversity training

**Recommendation:**
- We recommend staff and faculty in-servicing to orientate and educate on department, unit, division so that no department is left behind (we can be knowledgeable to assist students)
- Advertising
- Faculty assignments

**Table K:**

**Strengths:**
- Recent addition of financial aid staff
- 5pm-11pm processing paperwork-helps focus on customer service 8am-5pm
- ITS help desk-student place to get help
- Technology support (email/text, etc.) to help communication between students & faculty
- Division staff being able to notify students of class cancellation via email
- Beginning to enforce student use of mcc.edu email as the standard
- Web Advisor-able to enter info to be used with emergency notification system
- Bistro!

**Examples of Collaboration:**
- WFD and other parts of campus
- Faculty assignment system
- Palnet Library Co-op (Kettering, Baker, Mott)
- Library-search acquire across many libraries (Melnet)
- Accessible to employers
- Webpage content updates
Table D:

Strengths:
- Preventative maintenance
- Flexibility-curriculum-community needs
- New employee recruitment
- Ability to grow-program expansion

Processes:
- Student employment
- Budgeting
- Advertising/marketing
- New programs

Table Discussion:
- In student general education requirements
- Flexibility in office hours to accommodate student schedules
- Restructuring to meet students/employee needs (internal process-ITS)
- Advances in technology/availability
- Partnerships with community organizations: Michigan Works, Hispanic Technology Center

Opportunity Conversation
- Create internal groups
• Identify what it takes to be successful make it mandatory before they start training “keep their dream alive”

Table Q:

Strengths:
• Affordable, accessible higher education
• Credits transfer to almost every university
• Degree of interaction between campuses & community
• Our presence in region has evolved, recognized as a presence, more reaching out to community to inform them of our services
• Amount of information on website
• Recognition of quality of programs
• Wide range of programs
• Programs that offer quick entry into workforce (certificates, short term programs as well as transferability)
• Credit & non-credit offerings
• Access to technology support

Recommendations:
• College-wide retention/success program-including mandatory advising case management, coordinated support services
• Standardized process for articulation between non-credit courses
Table R:

Strengths:
- Good customer service
- Ability to have students come to MCC (recruiting)
- Tuition-low rate
- Dedication and commitment of faculty & staff to students
- Really nice, helpful and courteous staff
- Public safety presence on campus and at satellite campuses
- Maintenance staff is very receptive to the needs of faculty & staff
- ITS staff responds to problems in a very timely manner
- Staff and faculty is appreciative and compensates very well
- MCC has a good understanding of the goals and needs of the students
- Community tech centers

Processes:
- MCC Website-online registration/Web Advisor
- Recruiting of students
- No Worker Left Behind
- GED Program
- College Awareness (advertising with H.S. & M.S.)
- Advising
- Community Involvement

**Recommendation:**
- We recommend expansion

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**Table M:**

**Strengths:**
- Teachers who care about students
- Affordability
- Courses, training, programs people can take in short period of time to get a job
- Quality of campus environment
- Image
- Staff who had similar experience as students
- Employees who love Mott
- Speed in adding new classes to reflect current environment, new program development
- Really good facilities
- Good number of satellites
Employers appreciate our graduates
Student intake has improved
Collection of accounts receivable
Variety of funds available to workforce development students
Safe campus thru quality of Public Safety
Ease of application at Mott

Table L:

Strengths:
- Economical, diverse student and staff
- Community outreach
- Emphasis on good teaching
- Good financial support for occupational/lab programs
- Professional development opportunities
- Grounds and maintenance
- Valuing technology
• Good benefits
• Good faculty
• Dedication to teaching and learning
• Faculty cares
• Appreciative of disability services
• Counseling department
• Employers happy with Mott graduates
• Health Sciences-quality graduates
• Faculty knowledgeable, want/desire to teach and make a difference, people care
• Staff helpful, knowledgeable, people care
• Administrators knowledgeable, listens, people care

Table G:

Strengths:
• Employee commitment to their professions
• Employee concerns for students
• Effective Public Safety
• Visible service to the community
- Workforce development, community outreach, continuing education
- Student pride
- Accessible faculty

**Recommendation:**
- We recommend an AQIP team to explore a freshman seminar focused on inculcating student behaviors necessary for college success including, academic policies, student behaviors, student conduct, employability, high school-to-college transition, workforce-to-college transition.

**Tables N&B:**

**Strengths:**
- Faculty, staff and students coordinate
- Great website
- Open admission policy
- Affordable
- Workforce development program
- Update curriculum/training currency
- Personnel truly care about student success
- Varied hours/locations-flexible
- Collaboration with outside agencies
- Positive community presence

**Processes:**
- Student employment
- Budgeting
- Advertising/marketing
- New programs

**Table Discussion:**
- In student general education requirements
- Flexibility in office hours to accommodate student schedules
- Restructuring to meet student/employee needs (internal process-ITS)
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- Partnerships with community organizations Michigan Works, Hispanic Technology Center

**Opportunity Conversation**
- Create internal groups
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**Table:**
**Strengths:**

- Faculty, staff and students coordinate
- Great website
- Open admission policy
- Affordable
- Workforce develop program
- Update curriculum/training currency
- Personnel truly care about student success
- Varied hours/locations-flexible
- Collaboration with outside agencies
- Positive community presence
Table P:

Strengths:

- Ability to take advantage of new funding sources
- Student, faculty, staff forums with administrators
- Articulation agreement with other institutions
- WFD collaboration internally and externally
- Concerned faculty and staff
- Provide qualified, prepared employees for area employer’s
- Number of available programs
- Sensitivity to needs of students
- Opportunities for underprepared students to succeed
- Opportunities for faculty, staff, students to connect with programs in the community
- Students beginning to identify with campus (Bistro)
- Support for technology issues
- Bistro establishes connection to campus
- Certificate programs
- Workforce development taking advantage of NWLB and other funds
- Cost for students remains good
- Student forums (president)
- DLES-100
- Available class delivery modes vary
- 3 + 1 programs with partner institutions
- Online classroom delivery services (BlackBoard)
- Counseling-advising coordination
- Low cost
- Easy access
- Open communication
- Concerned faculty & staff
- Number of programs
- Advice from counseling and advising
- Provide opportunities for success
- Qualified, prepared, graduating students
- Knowledge
- Expertise
- Accessibility
- Sensitive to needs, willingness to help
Table C:

Strengths:
- Engaging partnerships
- Spirit of collaboration within MCC
- Connections with community
- MCC as springboard to opportunities
- Name recognition/perception of MCC
- Faculty/staff focus on students and community
- Variety of programs
- Technology available/embraces
- Attractive campus
- Admissions-Outreach/recruitment/orientation/advising
- Phyllis in payroll
- Professional development
- Purchasing/receiving
- HR-recruit/hiring standards & processes
- Marketing/name recognition/perception
- Updating courses & programs
- New program development

Recommendation:
- We recommend that MCC work to enhance student success/retention efforts to deal with the “whole student” to aid in circumnavigating challenges, proper placement support services (transportation, child care, tutoring, financial aid, on-time graduation)
Table S:

Strengths:
- Value- $ affordable
- Well qualified faculty
- Hands on learning labs (computer, culinary, auto, math empowerment center, writing center)
- Face to face help with registration
- Small class size
- Appearance of campus
- Public safety office
- Bear Bistro
- Wireless internet
- Satellite campus
- Articulation agreements
- MCC website
Table:

Strengths:
- Bistro
- Student Intake – NWLB
- Excellent lab facilities (Gorman building, Health Sciences, Computer lab, math tutoring)
- Geology Museum (hallway showcase displays)
- New media & arts program
- Tuition cost is reasonable & you receive quality education
- Students receive guidance

Collaboration:
- Internal within each campus

Student Comments:
- Amazed at how caring staff and instructors are
- Students are excited to have Great Lakes Center available
- Students enjoy having the knowledge of the Staff & Support
Table:

**Strengths:**

- Increasing enrollment
- New academic programs
- Efforts to help community (off-site, community centers)
- Staff & faculty increases
- Consistent overall vision throughout entire organization
- Articulation agreements-transferability (K-12)
- Upgraded technology
- Student resources (writing center, math lab, learning center)
- The process of advising students and counseling
- Small class sizes (faculty helpful)
- Improving “college atmosphere”
- Recent change/addition of faculty & staff lounge
- Low-cost provider
- Book advance
- Refundable registration fee
Table E:

**Strengths:**
- Faculty/Staff proud of working at MCC, Flexibility of staff/faculty
- Faculty/staff work to help students succeed
- Strong community presence, advertisement we are known within the community
- Low cost, credits that transfer
- Diverse student body
- Modern facilities & equipment (labs, on-line registration, etc.) modern technology systems
- Variety of programs available to students
- Employees stay at MCC for awhile, and as a result have a better knowledge of MCC’s history new programs created to keep up with workplace needs

**Processes:**
- A better way to prepare students with their basic skills so they progress
- Define processes better
- More on-line services
- Growing satellite locations
- Make MCC 4-year affordable institution
- K-12 recruitment to get students prepared
- More sections offered to our students
- Highly developed learning community (mentorship)
- Invest more in staffing, training, financial aid
- Information sessions on various areas within the college